SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS
OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30

1. REQUISITION NUMBER	PAGE	OF
See Schedule	1	50

2. CONTRACT NO.	3. AWARD/ EFFECTIVE DATE	4. ORDER NUMBER	5. SOLICITATION NUMBER	6. SOLICITATION ISSUE DATE
GS00Q09BGD0025	09/11/2018	68HE0H18F1530	68HE0H18Q0007	04/23/2018

7. FOR SOLICITATION INFORMATION CALL:	a. NAME	b. TELEPHONE NUMBER (No collect calls)	8. OFFER DUE DATE/LOCAL TIME
	Lin Pinskey	202-564-4394	

9. ISSUED BY	CODE	10. THIS ACQUISITION IS
HPOD US Environmental Protection Agency William Jefferson Clinton Building 1200 Pennsylvania Avenue, N. W. Mail Code: 3803R Washington DC 20460	HPOD	☒ UNRESTRICTED OR ☐ SET ASIDE: % FOR: ☐ SMALL BUSINESS ☐ HUBZONE SMALL BUSINESS ☐ SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS ☐ WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM ☐ EDWOSB ☐ 8(A) NAICS: SIZE STANDARD:

11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED	12. DISCOUNT TERMS	13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)	13b. RATING	14. METHOD OF SOLICITATION
☒ SEE SCHEDULE		☐		☐ RFQ ☐ IFB ☐ RFP

15. DELIVER TO	CODE	16. ADMINISTERED BY	CODE
Compliance Division US Environmental Protection Agency Mail Code 6405A 1200 Pennsylvania Avenue NW Washington DC 20160-0003	OAR/OTAQ/NVFEL/CD	HPOD US Environmental Protection Agency William Jefferson Clinton Building 1200 Pennsylvania Avenue, N. W. Mail Code: 3803R Washington DC 20460	HPOD

17a. CONTRACTOR/ OFFEROR	CODE	FACILITY CODE	18a. PAYMENT WILL BE MADE BY	CODE
CSRA LLC Attn: Vivian Scheithauer 3170 Fairview Park Dr Falls Church VA 220424516 TELEPHONE NO. 7032687279	043991108		RTP Finance Center US Environmental Protection Agency RTP-Finance Center (AA216-01) 109 TW Alexander Drive www2.epa.gov/financial/contracts Durham NC 27711	RTP FMC

☐ 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER

18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED ☐ SEE ADDENDUM

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	DUNS Number: 043991108 TOCOR: C.MIKOLAJCZYK Max Expire Date: 09/09/2024 InvoiceApprover: C.Mikolajcxyk Alt Invoice App: S.Somoza Period of Performance: 09/11/2018 to 09/10/2019				
0001	Base Year, Engines and Vehicles Compliance Information System (EV-CIS) professional labor support maximum not-to-exceed value is $3,082,442.52. This task order is for severable services using loaded Labor-Hour Rates. *(Use Reverse and/or Attach Additional Sheets as Necessary)*				

25. ACCOUNTING AND APPROPRIATION DATA	26. TOTAL AWARD AMOUNT *(For Govt. Use Only)*
See schedule	$20,330,950.50

☐ 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4. FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA ☐ ARE ☐ ARE NOT ATTACHED.

☐ 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA ☐ ARE ☐ ARE NOT ATTACHED.

☒ 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED.

☐ 29. AWARD OF CONTRACT: _____ OFFER DATED _____. YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:

30a. SIGNATURE OF OFFEROR/CONTRACTOR	31a. UNITED STATES OF AMERICA *(SIGNATURE OF CONTRACTING OFFICER)*
	ELECTRONIC SIGNATURE

30b. NAME AND TITLE OF SIGNER *(Type or print)*	30c. DATE SIGNED	31b. NAME OF CONTRACTING OFFICER *(Type or print)*	31c. DATE SIGNED
		Lin Pinskey	09/05/2018

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	See Attachment C to this Task Order Award for the Contractor's Loaded Labor Rates. Requisition No: PR-OAR-18-00517, PR-OAR-18-00519, PR-OAR-18-01297, PR-OAR-18-01299, PR-OAR-18-01300, PR-OAR-18-01301, PR-OAR-18-01302 Delivery: 09/10/2019 Accounting Info: 18-19-C-56C7-000A61-2505-1856C8E028-001 BFY: 18 EFY: 19 Fund: C Budget Org: 56C7 Program (PRC): 000A61 Budget (BOC): 2505 Job #: LVRP00M0 DCN - Line ID: 1856C8E028-001 Funding Flag: Partial Funded: $50,000.00 Accounting Info: 18-19-C-56C7-000A61-2505-1856C8E030-001 BFY: 18 EFY: 19 Fund: C Budget Org: 56C7 Program (PRC): 000A61 Budget (BOC): 2505 Job #: LVRM00M0 DCN - Line ID: 1856C8E030-001 Funding Flag: Partial Funded: $25,000.00 Accounting Info: 18-19-C-56C7-000A61-2505-1856C8E055-001 BFY: 18 EFY: 19 Fund: C Budget Org: 56C7 Program (PRC): 000A61 Budget (BOC): 2505 Job #: LVRP00M0 DCN - Line ID: 1856C8E055-001 Funding Flag: Partial Funded: $90,000.00 Continued ...				

32a. QUANTITY IN COLUMN 21 HAS BEEN

☐ RECEIVED ☐ INSPECTED ☐ ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: _____

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE	32c. DATE	32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE

32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE	32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE
	32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE

33. SHIP NUMBER ☐ PARTIAL ☐ FINAL	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT ☐ COMPLETE ☐ PARTIAL ☐ FINAL	37. CHECK NUMBER

38. S/R ACCOUNT NUMBER	39. S/R VOUCHER NUMBER	40. PAID BY

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT		42a. RECEIVED BY *(Print)*	
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER	41c. DATE	42b. RECEIVED AT *(Location)*	
		42c. DATE REC'D *(YY/MM/DD)*	42d. TOTAL CONTAINERS

Attachment A to RFP 68HEO18Q007

EPA/OAR/OTAQ/CD/DAIC

Engines and Vehicles - Compliance Information System (EV-CIS)

Statement of Objective

3/28/2018

This statement of objective is requesting information technology services to primarily support the engines and vehicle compliance programs of the Office of Transportation and Air Quality. These services include, but are not limited to, software development, code maintenance, software technology innovation, and help desk services. There is an emphasis on software Agile practices (including the use of Scrum and Kanban), use of open source tools, and transparency.

Attachment A to RFP 68HEO18Q007

Contents

1. Introduction

The U.S. Environmental Protection Agency's Office of Transportation and Air Quality (OTAQ), Compliance Division (CD), is responsible for developing, implementing, and determining compliance with regulations concerning motor vehicle and engine emissions and fuel economy performance. Laws governing these regulations include Title II of the Clean Air Act (CAA), the Energy Policy and Conservation Act (EPCA), and the Motor Vehicle Information and Cost Savings Act (MVICSA). OTAQ's Engines and Vehicles - Compliance Information System (EV-CIS), formerly known as Verify, supports the implementation of the above stated regulations.

The Data Analysis and Information Center (DAIC) is part of the Compliance Division and the sponsor of this Statement of Objectives.

1.1. DAIC Vision: DAIC will be the definitive provider of mobile source emissions and fuel economy data and information.

1.2. DAIC Mission Statement: Our mission is to collect and provide access to data and information through quality information technology tools and expertise for government, industry and the public to support EPA's mission.

DAIC is looking for expert companies to participate in a team-based Agile environment. The awardee of this Statement of Objectives shall work alongside other teams of government contractors and federal employees to accomplish projects as assigned by the agency.

The contractors shall work with a technical architecture and design specified by the government, and to work within the Agile process and Scaled Agile frameworks defined by the government team, but shall also be engaged in developing innovative solutions. Individual development teams shall include government employees functioning as Product Owners, Subject Matter Experts, and so on. The contractors are expected to work well in these team environments and demonstrate a highly collaborative and cooperative attitude.

2. Background

2.1. Legal Authority

EPA derives authority to do its work through a variety of environmental statutes enacted by Congress. Figure 1 outlines the primary environmental statutes that give EPA the authority to develop and implement its mobile source clean air programs.

Statute	Authority
Clean Air Act (CAA)	Emission standards for highway & nonroad vehicles and their fuels
Energy Policy and Conservation Act (EPCA)	Fuel economy information programs for consumers, including vehicle fuel economy labels
Energy Policy Act (EPAct) Energy Independence and Security Act (EISA)	Annual volume standards for renewable fuel content

FIGURE 1

From locomotives to lawnmowers, EPA's Office of Transportation and Air Quality (OTAQ) has the authority to regulate nearly all engines and vehicles that emit pollutants into the environment. The statutory authority also covers the fuels that power these mobile sources, and includes responsibility for emissions compliance oversight that extends from initial product design to performance on the road or in the field.

2.2. Regulatory Authority

Compliance programs play an essential role in achieving the benefits of statutes and regulations. OTAQ oversees a comprehensive set of compliance activities to ensure that vehicle and engine manufacturers and fuel refiners and producers satisfy their regulatory obligations. EPA regulation of motor vehicles began in the 1970s. For a comprehensive list of EPA mobile source emission standards, refer to EPA's online Emission Standards Reference Guide, available at https://www.epa.gov/emission-standards-reference-guide.

2.3. Compliance Program Background

EPA uses a variety of testing and reporting programs to monitor compliance with emissions regulations. The programs may apply to vehicles and engines before they are produced (pre-production), while they are in production and after they are in customer service (post-production). EPA has the authority and flexibility to choose compliance strategies that best fit an industry sector at any given time. Factors that influence the use of a particular compliance approach include regulatory requirements affecting a given industry sector, the technology being used to meet the emission standards, industry-specific production processes and cycles and sector or manufacturer size.

EPA regulations typically give manufacturers some flexibility about how they will achieve emissions compliance. Examples include emissions standards phase-ins, averaging, banking and trading (ABT) programs and several types of exemptions. This regulatory flexibility enables manufacturers to align their business model with emissions requirements and sometimes allow manufacturers to earn credit for introducing new technologies early. At the same time, some regulatory flexibilities introduce challenges to compliance oversight because vehicles and engines subject to one regulation and set of standards may legally certify to different emissions levels. For the past five years, this project has been performed under BPA SES3 TO1530.

2.4. Contractual History of this Project

For this past 8 years, this project has been performed by CSRA (previously known as Computer Sciences Corporation or CSC), within BPA SES3 TO 1530. The following is a chronology of this project:

2.4.1. MOSES II contract – 2003 to 2004**:** Incumbent SAIC

2.4.2. ITS-ESE contract (follow-up contract to Moses II) – 2004 to 2006: Incumbent Lockheed-Martin

2.4.3. Federal Technology Service's Millennia Contract (CDX) – 2004 to 2009**:** Incumbent CSC

2.4.4. SES 3 contract - 2009 to 2016**:** Incumbent CSC

2.4.5. GSA Alliant GWAC - 2016 to 2017**:** Incumbent CSRA

3. Purpose and Scope

The purpose of this Statement of Objectives is to provide information technology services to support for CD's Engines and Vehicles Compliance Information System (EV-CIS). EV-CIS comprises what is commonly referred to as Verify and other smaller information systems. This Statement of Objectives includes information technology services such as consulting, architecture planning, code development, code maintenance, end user support, and task order management.

This task order is meant to help CD develop, implement and maintain IT products and services that will provide the most value for EPA and its stakeholders. This means—

- building secure systems that can run on multiple platforms, both desktop (web) and mobile devices;
- making sure that automated testing and continuous improvement are baked into our processes;
- ensuring that best coding practices are used;
- providing transparent code repositories;
- building re-usable components;
- designing products that are intuitive and easy to use for our end-user community;
- providing easy-to-use but robust reporting and publishing capabilities;
- leveraging data and integrating databases and existing systems where possible;
- migrating to a DevOps environment; and
- Maintaining team integrity across the life of the resultant awarded task order.

EPA understands that this requires continuous user engagement in product development.

EPA also wishes to maintain our Agile Scrum and/or Kanban practices, which include using tools such Atlassian's Jira and Confluence. It means managing a common product backlog for new development and code maintenance. EPA run two-week sprints and our current definition of "Done" is when a user story is developed, peer-reviewed, and internally tested (including compliance with Section 508 guidelines and complete and passed automated tests). EPA currently has multiple Scrum teams working simultaneously, and each quarter EPA has a Scaled Agile Framework (SAFe) event with the contractors to determine what work is going to be done in the upcoming three-month period. EPA has contracted Scrum teams with a contractor Scrum Master and a contractor Product Owner Proxy. In the future, EPA will have its own Product Management team, but there will still be a need for a Product Owner Proxy until the EPA Product Management team has been successfully established.

EPA understands the importance of having strong communication feedback loops between EPA teams and the contractor teams. EPA will need to meet weekly or biweekly on issues. Risks will need to be continually monitored and managed and are considered to be a shared responsibility between EPA and the contractor.

EPA frequently releases software. EPA currently deploys a minimum of two major releases a year and multiple minor releases (4 or more). Our future expectation is to automate deployments to help increase the frequency of our releases and lower overall deployment and maintenance costs. It is important that the contractors understand that they will be in a highly collaborative environment working with EPA and other contractors. The Contractor must fully cooperate with all other contractors and EPA employees and coordinate its work with such other contractors and EPA employees as may be required for the smooth and efficient execution of all related or additional work. Also note that our systems interface with other systems, the Contractor shall be responsible for understanding the interactions and working with the other system owners and any associated parties.

EPA also highly values customer service. It is the expectation that issues will be addressed and resolved quickly.

EV-CIS is the primary system the contractor will work with. It is currently composed of two web applications—the Engine and Vehicle Manufacturers Interface, primarily used by manufacturers to submit information to EPA; and the EPA Compliance Interface, primarily used by EPA to review and act on submissions. The following figure provides information about the current system to help with scoping the Contractor response.

System Statistics		Total #
Data Elements		12,293
Oracle Tables		681
Active Documents Stored		244,081
Web Forms/Screens		
Manufacturer Interface	543	
EPA Interface	322	865
XML Schema Files		64
Business Rules		
Active	3,254	
Inactive	349	3,603
Calculations		122
Dataset Submissions in FY2016		144,986

Figure 2

3.1. The contractor shall use the EPA/National Computing Center development and test environments. This does not preclude contractors having their own secure local development environment.

3.2. The current EV-CIS development architecture has demonstrated success with a stack of predominately open source development and test tools. The EV-CIS contractor shall continue to

utilize these established tools with the expectation that the development and test architecture shall evolve.

3.3. EV-CIS contractors shall have the opportunity to influence the development and test tool suite if sufficient justification is presented. The Government requires that prospective vendors have competency with the tools and technologies necessary to maintain the current system; however, experience with similar languages, platforms, and tools may be acceptable under certain circumstances. The languages, platforms, and tools used to support the current EV-CIS are listed in Sections 3.3.1 – 3.3.3 below. **The Government will provide the contractor with the use of its site licenses for performance if identified by the contractor in its technical proposal.**

3.3.1. Programming Languages:

Current Programming Languages	
Purpose	***Names***
Logic	Java, PL/SQL
Web Interface	JSP, HTML/CSS
Submission Data and Configuration	XML, XSD, Castor Mapping
Object-to-Relational Mapping Framework	Hibernate
MVC Framework	Spring
Web Application Framework	Struts
Business Rules Framework	Drools
Responsive Web Design Framework	Bootstrap

3.3.2. Platform (for development and when deploying Operating Systems – Windows 10, RedHat Linux)

Current Development Platforms	
Purpose	***Names***
Integrated Development Environment (IDE)	Eclipse
Source Control	Subversion
Framework to support Java builds	Apache Maven, Apache Ant
Application Server (middleware)	Apache Tomcat, Apache HTTP Server
Relational Database Management System	Oracle 11g and above
Business Rules Engine	JBoss Drools
Business Process Management (BPM) Engine	JBoss jBPM
Automated Testing and Continuous Integration System	Jenkins

3.3.3. Tools

Current Tools Used	
Names	***Purpose***
Eclipse	Integrated Development Environment (IDE) used for the development of Java applications.
Microsoft Visio	A general purpose drawing tool used for diagramming, visualization, and developing Unified Modeling Language (UML) diagrams

Altova XMLSpy	IDE for XML, used to design XML Schema Definitions (XSDs) and also to work with XML instances.
Subversion	Software code repositories used for managing changes to software code base.
Oracle Application Express (ApEx)	A rapid application development tool used to develop web screens and search queries
Selenium	A web browser automation tool used for regression testing.
Sonatype Nexus OSS	Maven Repository
Atlassian JIRA Software	Agile (Scrum and Kanban) sprint and release planner, bug and issue tracker
Atlassian Confluence	Team Collaboration software that integrates with JIRA Software
Microsoft Office	Productivity software
TOAD for Oracle	Used for developing SQL queries outside the application, also used for diagramming database tables and their relationships.
Adobe Connect	A web conferencing tool used for collaboration and conducting webinars

3.4. Further, the Government requires that any solutions developed under this task order 1) are based on an understanding of EPA Information Technology (IT) infrastructure and systems engineering practices; 2) comply with the applicable Federal and Agency regulations and standards pertaining to the specific task (including Section 508 compliance – www.section508.gov); 3) use an appropriate level of security based on industry best practices and Federal and Agency regulations; and 4) meet the performance levels and/or metrics associated with specific areas.

3.5. Adding work to the Product Backlog is a responsibility of the EPA's Product Management Team. Prioritizing and deleting work from the Product Backlog shall be a joint effort between the Product Owner Proxy and EPA's Product Management Team. This process is how work shall be initiated in this Agile environment.

3.6. The contractor shall perform all the related requirements outlined in this statement of objectives.

4. Task Order Goal

The goal of this task order is to design, develop and implement web-based applications using Agile processes that achieve results through continuous capability enhancements, minimal downtime, prompt response to emerging needs, and demonstrated reliability and optimized performance with resource utilization minimized, and contractor team integrity. The scope of the task order encompasses requirements for expert companies to provide the business analysis, development, implementation, maintenance and help desk services for new and existing applications within the EPA-provided environments. These applications are used to support EPA's mobile source compliance programs.

There will be new work and continuation work, but not all project/product work will be defined in this SOO. EV-CIS was built in a multi-modular and multi-release fashion over ten years. Some parts of the system, such as the Motorcycle/ATV Certification module, do not have the same capabilities as our more recent modules, such as the Heavy-Duty Highway Engines Certification module.

After obtaining a certificate of conformity, vehicle and engine manufacturers are required to submit a number of reports under a variety of compliance programs. The requirements differ from industry to industry, but generally, the reports are as follows:

1. Averaging, Banking and Trading (ABT) reports to keep a correct accounting of emissions credits generated/used during certification;

2. Production Line Testing (PLT) reports to verify that manufacturers have successfully translated their certified prototype engines into mass produced engines;

3. In-Use Testing reports to ensure that engines comply with emission standards throughout their useful lives;

4. Annual Production Reports to track number of engines a manufacturer produced per engine family; and

5. Emission related defect reports to describe any emission related defects and plans for remediation.

In the first year, EPA wants to develop a compliance reporting module that leverages existing functionality, technology and data in EV-CIS. Combining the certification data that already exists in EV-CIS with the compliance reporting modules will allow EPA to quickly see which engine and/or vehicle manufacturers are submitting their compliance reports.

Most of the input formats and description of the work EPA has done is located at https://www.epa.gov/vehicle-and-engine-certification/certification-and-compliance-onroad-vehicles-and-engines and https://www.epa.gov/vehicle-and-engine-certification/certification-and-compliance-nonroad-vehicles-and-engines.

5. Functional Areas for Statement of Objectives:

5.1. Business Analysis, Development, and Integration: Involves analyzing business needs, developing responsive web applications and APIs to meet those business needs, including their integration with Agency's existing systems (includes the tracking of related issues or user stories).

5.1.1. The contractor shall work with Agency stakeholders and technology professionals to properly understand business requirements and develop an industry best practice approach to technology solutions.

5.1.2. The contractor shall track all issues and user stories and their on-going status in the EPA-provide tool, which is currently Atlassian Jira Software.

5.1.3. The contractor shall develop or configure, test, stage, and release business applications by applying iterative processes utilizing the proposed Agile methodology and a frequent release cycle.

5.1.4. The contractor shall develop the code in a manner that reduces future maintenance costs. This includes using best practices such as those in included in EV-CIS, which includes but is not limited to, the following:

5.1.4.1. The use of business rules and a business rules engine.

5.1.4.2. The coding should be data driven (as much as possible) using enumerations and configurations stored in database tables or parseable text files.

5.1.5. The contractor shall provide customer-friendly open source solutions that provide ease of use for non-technical users.

5.1.6. The contractor shall ensure commercial best practices workflows shall come bundled with the solutions.

5.1.7. The contractor shall design solutions that offer role- or attribute-based identity management, authorization, and authentication across all business applications.

5.1.8. The contractor shall ensure all content is preserved according to federal record retention requirements and applications shall have the ability to protect personally identifiable information (PII).

5.1.9. The contractor shall ensure applications are developed such that response times for application end users fall within best practice levels.

5.1.10. The contractor shall provide comprehensive documentation and the information necessary to analyze processes, procedures, and/or policies that were implemented in the creation of the applications in the format requested.

5.1.11. The contractor shall provide secure mechanisms to allow data exchange and interaction with external systems.

5.1.12. The contractor shall provide business process analysis expertise with regard to optimizing the utilization and adoption of the software platform among Government users.

5.1.13. The contractor shall seek to configure off-the-shelf aspects of the selected platform before recommending a customized coding approach.

5.1.14. The contractor shall develop system configuration in such a manner as to leverage maximum re-use and sharing across the platform by other federal agencies.

5.1.15. The contractor shall provide incremental documentation through sprint cycles that results in full technical and end-user documentation or configuration for all software development efforts and product releases with all information necessary to document processes, procedures, code artifacts, and/or policies that were implemented in the creation of the development work.

5.1.16. The contractor shall develop code that does not add new technical debt to a release; The contractor shall correct any defects identified by testers, code reviewers, automated tools, or as part of the continuous integration (CI)/continuous delivery (CD) activities etc.

5.1.17. The contractor's work shall conform to the architecture and standards provided by the government. This shall include providing input to any documentation required to maintain compliance with EPA and Federal standards.

5.1.18. The contractor's code shall meet the functional and non-functional requirements. The code shall meet database development requirements. The code shall be deployable and fully tested.

5.1.19. The contractor shall deliver and maintain the tested and deployable code in EPA's designated repository (currently Subversion).

5.1.20. The contractor shall create a Quality Management Plan.

5.1.21. The contractor shall ensure development-related activities are in accordance with the contractor's Quality Management Plan.

5.1.22. When the contractor meets with EPA, the contractor shall provide informal agendas and take meeting minutes online in real-time using the collaborative tools that EPA provides, so EPA can review, amend and approve the minutes before the meeting adjourns.

5.1.23. The contractor shall collaborate with stakeholders, support contractors, and third party vendors throughout system integration, system performance, security, Section 508 and system acceptance reporting.

5.1.24. The contractor's code shall comply with Section 508 guidelines.

5.1.25. The contractor shall perform continuous process improvements.

5.1.26. The contractor shall perform data-driven development.

5.1.27. The contractor shall perform modular development.
5.1.28. The contractor shall perform user-centered design.
5.1.29. The contractor shall use reusable components whenever possible.
5.1.30. The contractor shall measure performance using an Agile methodology.
5.1.31. The contractor shall leverage existing code whenever possible.
5.1.32. The contractor shall develop software that implements government regulations.

5.2. Post - Implementation Development/Maintenance Support: For production applications on the collaboration platform and expansion or updates of production applications to meet ongoing unique objectives and requirements of specific Agency components (includes the tracking of related issues or user stories):

5.2.1. The contractor shall track all issues and user stories and their on-going status in the EPA-provide tool, which is currently Atlassian Jira Software.
5.2.2. The contractor shall maintain the software to include fixing defects, application software, tools, capabilities, and databases for the software applications, and related functionality in support of the user community and the Program Management Office.
5.2.3. The contractor shall apply Agile and iterative development methodologies to incorporate enhancements and new capabilities in a timely manner to the user community.
5.2.4. The maintenance tasks also include software engineering, integration activities, system security, and maintaining the program lifecycle documentation, application documentation, and database documentation required for continued software support and requirements management.
5.2.5. Target release timeframes shall be conducted in 2-week iterations with releases to production at least once every two months.
5.2.6. When the contractor meets with EPA, the contractor shall provide informal agendas, and take meeting minutes online in real-time using the collaborative tools that EPA provides so EPA can review, amend and approve the minutes before the meeting adjourns.
5.2.7. The contractor shall maintain a product backlog.
5.2.8. The contractor shall adopt and maintain industry best practices for system development and system maintenance.

5.3. Test, Integrate and Configuration Management:

5.3.1. The contractor shall collaborate with other teams to support continuous code integration.
5.3.2. The contractor shall share test scripts (manual and automated) as needed with other testing entities.
5.3.3. The contractor shall assist with crafting validation steps (both positive and negative testing) for user acceptance testing on an as-needed basis.
5.3.4. The contractor shall support the activities of the Integration and Configuration team to ensure the automatic build and deployment process works effectively across all environments, including the contractor's dev/test enclave. Deployment and testing in the contractor's dev/test environment should mimic closely the actions performed for deployment and testing in EPA's development, staging, and production environments.
5.3.5. The contractor shall perform development testing before the commit stage in the continuous integration pipeline.
5.3.6. The contractor shall perform test-driven development.

5.3.7. The contractor shall perform refactoring, unit testing, regression testing and automated testing.

5.3.8. The contractor shall adopt and maintain industry best practices for testing, integration and configuration management.

5.3.9. The contractor shall meet or exceed all EPA and Federal regulatory policies and procedures which affect Configuration and Change Management processes to be implemented on EV-CIS.

5.3.10. The contractor shall document, implement, and maintain Configuration and Change Management processes according to EPA's polices and guidance. These processes include the following:

5.3.10.1. Documenting and maintaining the configuration baseline(s) applicable to the deployed system.

5.3.10.2. Effectively managing and tracking all system configuration and associated document changes, as well as the integrity, availability and maintainability of the system.

5.3.10.3. Effectively planning to ensure the ability to reverse a deployment or implementation.

5.3.10.4. The contractor shall incorporate applicable industry best practices, which support optimum production system availability and effective system management, into their Configuration and Change Management processes. These practices include:

- Using standardized and documented methods, processes, and procedures.
- Effectively tracking and communicating all system changes made to hardware, software, firmware, and documentation, through planning, approving, notifying, developing, testing, scheduling, and managing the implementation of changes.
- Making effective risk-based decisions to maintain each system's mission capability, authorized security posture and minimized risk.
- Maximizing EPA resources.

5.3.11. The contractor shall establish Change Control Boards (CCB) as appropriate to ensure changes to the EV-CIS infrastructure are reviewed and processed in accordance with established EPA Configuration and Change Management processes and procedures.

5.3.12. The contractor shall utilize a Configuration Management Database (CMDB) / equivalent repository that contains and tracks relevant information about configuration items, their attributes, baselines, documentation, changes, and relationships.

5.3.13. The contractor shall collaborate with stakeholders, support contractors, and third party vendors throughout system integration, user acceptance, usability, and test and evaluation reporting.

5.3.14. The contractor shall update the Configuration Management Procedure that shall be in compliance with EPA's Configuration Management Policy and includes the contents outlined in EPA's Configuration Management Procedure (if necessary). This procedure should include the five tenets of Configuration Management:

- Configuration Planning and Management
- Configuration Identification
- Configuration Change Management
- Configuration Status Accounting
- Configuration Verification and Audits

5.4. Tier 1 Helpdesk Support:

5.4.1. The contractor shall provide user support services, as required, to the EV-CIS user community. This community is defined as submitters of information to the systems as well retrievers and analyzers of data from the systems. The current stakeholders of these systems include auto manufacturers, EPA staff, and other federal and state agencies.

5.4.2. The support services include the tracking and provision of factual answers or responses to EV-CIS requests, and to provide queries of EV-CIS databases.

5.4.3. The contractor shall:

- Always be courteous and receptive to customers;
- Solve technical issues/problems over the phone;
- Refer systemic issues and solutions to EPA system managers; and
- Continually make a concerted effort to communicate, explain and resolve problems with other contractors, EPA stakeholders, and any other external parties.

5.4.4. The EV-CIS Help Desk telephone and e-mail service shall be open to end users each Federal business day from 8:00 a.m. to 5:00 p.m. Eastern Time; at all other times, calls shall be taken by voice mail and retrieved at the start of the next EV-CIS Help Desk service shift.

5.4.5. All calls shall be answered with the contractor identifying themselves as a contractor. This identification shall also be indicated on the systems voice mail and any email activity.

5.4.6. The contractor shall also provide a help desk central phone number and email address.

5.4.7. All help desk action requests and trouble reports shall be recorded in a manner which shall allow trend analysis via an action request tracking system.

5.4.8. The tracking system needs to be secure and accessible by EPA, Section 508-compliant, and used as a knowledge database to improve the answers over time.

5.4.9. The contractor shall also be responsible for reviewing both the help desk's voice mail requests and all EV-CIS User Support electronic communications by 8:30 a.m. daily.

5.4.10. Upon receipt, all requests shall be entered in the electronic tracking system for analysis and immediate resolution. Actions and solutions for these requests should also be tracked in this tracking system. All transactions should be time and date stamped.

5.4.11. The tracking system should be accessible by EPA and exportable to an XML format. The contractor's support staff should attempt to duplicate reported problems immediately upon receipt.

5.4.12. Emergency problems shall be responded to with a call back to the user as soon as possible, and if possible, within two hours. All other calls shall be responded to with a call back to the user no later than the next business day. Other requests shall be addressed in order of receipt and assigned to support staff for resolution.

5.4.13. The contractor's support staff shall have primary responsibility for maintaining and updating the request tracking system, and contacting users with an update and resolution status of all reported issues.

5.4.14. Calls that cannot be resolved in a reasonable time should be referred to Tier 2 support; however, the Help Desk shall keep the customer apprised of the situation.

5.4.15. Types of requests shall include but are not limited to support of manufacturers with the submission process, and query requests from EPA and other stakeholders.

5.4.16. All requests including non-routine queries should be approved by the Contract Office Representative (COR), if the estimation to complete exceeds two hours.

5.4.17. In all cases, the contractor shall create the action request ticket, attempt to resolve the problem, and, as necessary, contact the appropriate EPA workgroup for final resolution.

5.4.18. The contractor shall survey users to report to EPA about the EV-CIS Help Desk customer satisfaction.

5.4.19. The contractor shall provide EPA with its standard operating procedures.

5.4.20. The contractor shall work with other Help Desks, such as the CDX Help Desk, the EPA Call Center, or the EZ-Tech Help Desk, as needed.

5.5. Tier 2 – 3 Helpdesk Support:

Tier 2 Help Desk Support is necessary when the complexity of the resolution of the tasks takes more than two hours to complete. This level of support may be able to resolve the issue or work with the Tier 1 Help Desk. The Tier 3 helpdesk is necessary when the issue involves a member of the product development team to resolve the issue. Conversation and resolutions should be recorded within the help desk ticket. If the issue results in a maintenance fix, a Jira ticket shall be created and routed to the Post-Implementation Maintenance Support team under subtask 5.2 – Post-Implementation Maintenance Support.

6. Program Management Support

6.1. General Program Management Support

6.1.1. EPA has established the use of Confluence and Jira Software as vehicles for transparency. Projects and workspaces shall be maintained with information so that reports and charts can be generated as needed and so that user stories, defects, and tasks and their status are available to stakeholders. These tools should also be used as the primary tools for communication with the exception of the contractor's proprietary financial reports, which can either be securely submitted to EPA through email or a contractor's tool such as Sharepoint.

6.1.2. The contractor shall use software development industry standards and industry best Agile practices for providing the products and services required by the contract in the absence of specific contract requirements.

6.1.3. The contractor shall propose and conduct periodic discussions (both formal and informal, telecom and face-to-face) with EV-CIS stakeholders (and/or delegates) in the form of technical exchange meetings (TEMS), collaborative development sessions, program reviews, design reviews, etc., as required.

6.1.4. The contractor shall provide a risk management plan.

6.1.5. The contractor shall participate in Integrated Project Teams (IPT) to share problems, risks and resolve issues with government employees, industry and other vendors.

6.2. Reporting

6.2.1. Weekly project meeting and corresponding informal progress reporting - The contractor shall conduct a weekly project management meeting and provide weekly informal progress reports monitoring performance and finances associated with this task order.

6.2.1.1. The contractor shall provide an agenda for the meeting prior to the meeting. The agenda shall be created in Confluence or another collaborative tool EPA provides.

6.2.1.2. The contractor shall create meeting minutes visible to all meeting participants in real time.

6.2.1.3. The contractor shall present and provide up-to-date information through Friday of the previous week. This includes, but is not limited to, the following:

- Task order funding
- Task order spending broken down by tasks and subtasks
- Agile burn down charts
- Status of activities from the past week
- Planned activities for the upcoming week
- Planned deliverables for the upcoming week
- Action Items

6.2.2. Monthly Progress Reports – In addition to standard task order reporting required by the clause EPAAR 1552.211-72 MONTHLY PROGRESS REPORT (OCT 1997), OTAQ requires a mechanism for providing costs and estimates at the subtask or project request level with the capability to track costs to the type of work performed as it relates to EV-CIS applications. All costs associated with projects and work requests shall be reported in the monthly report by subtask as well as at an aggregate level, and as specified by the individual task order subtasks. All costs associated with specific project codes shall be reported in the monthly report, and as specified in the individual work request.

6.2.2.1. Project codes shall be established before technical work begins. Work estimates shall include costs associated with each major project milestone/phase. All cost-tracking for work to be billed should include information to identify the following:

- Contract Number
- Task Order Number
- Year of Task Order
- Subtask
- Project
- Work Description / Other

6.2.2.2. The contractor shall create financial reports and track costs at a detailed level and produce standard reports as well as ad hoc reports. Changes in established project codes must be reviewed by the Requestor, and approved by the Task Order Contracting Officer's Representative (TOCOR). Costs shall be included in the monthly financial report due by the 15th of the month following the month reported. Additional financial reporting requirements shall be specified in the individual work request or technical direction document.

APPENDICES

Appendix A - Personnel and Staff Location

Key Personnel

The Task Order Manager, Product Owner Proxy, Developer(s) and Scrum Master(s), or equivalent positions based on the Offeror's specific Agile metholodology, and Developers are required Key Personnel under this task order. The Offeror shall designate a Task Order Manager (TOM), Product Owner Proxy, Developer(s) and Scrum Master(s) (or Scrum Master equivalent depending on Offerors' Agile methodology, as Key Personnel for the overall task order. All Key Personnel are subject to the requirements of EPAAR 1552.237-72.

Individuals proposed for the positions of TOM, Product Owner Proxy, Developer(s) and Scrum Master(s) must havethe demonstrated education and expertise in the Agile development methodology and experience using many of the tools included in the Development/Test Tool Suite identified in the SOO's Purpose and Scope section.

The Contractor's TOM shall ensure that all work on the task order complies with contract terms and conditions. The TOM shall be the primary interface with the Contracting Officer's Representative (COR) and Contracting Officer (CO) and shall attend status meetings and ad hoc meetings with stakeholders as required, accompanied other essential personnel to support the TOM if and when necessary.

Location of Staff

Although it is recommended practice that Agile (Scrum) be practiced in a single location, EPA has had a successful implementation where the development team and other members of the team have been remotely based. The EPA team is located both in Washington, DC and Ann Arbor, MI. EPA relies heavily on collaborative tools and methods including meetings through webinars. For this reason, EPA is not requiring any member of the contractor team be on-site or co-located. EPA has found it useful to have at least one staff member at the Ann Arbor, MI or Washington D.C. site, but this is not a requirement. Having a staff member located in Ann Arbor or Washington has helped enormously in testing situations where results may differ from within EPA's firewalls.

Appendix B– Deliverables

Functional Area #	Functional Area Name	Deliverable	Date Due
5.1	Business Analysis, Development, and Integration	Software Code	At the time of release
		Release Documents	One week prior to release
		Quality Management Plan	TBD
		Meeting Minutes in Confluence	At the end of meeting
		JIRA and Confluence Updates	As needed
		User and Administrator Guides	At the time of release
5.2	Post-Implementation Development/Maintenance Support	Software Code	At the time of release
		Release Documents	One week prior to release
		Test Plan and Results	TBD
		Meeting Minutes in Confluence	At the end of meeting
		JIRA and Confluence Updates	As needed
		User and Administrator Guides	At the time of release
5.3	Test, Integrate and Configuration Management	Test Plan and Results	TBD
		Change Control Board Meeting Minutes in Confluence	At the end of meeting
		Change Request Reports	
5.4	Tier 1 Help Desk Support	Monthly Help Desk Report	Monthly
		Customer Satisfaction Surveys	Summary Monthly, detailed Bi-Annually
5.5	Tier 2 – 3 Help Desk Support	Update JIRA tickets	Ongoing

Program Management Area #	Program Management Area Name	Deliverable	Date Due
6.1	General Program Management Support	Task Order Management Plan	TBD
6.2	Weekly project meeting and corresponding informal progress reporting	Weekly Progress Reports	Weekly
6.2	Monthly Progress Reporting	Monthly Progress Reports	Monthly
6.2	Financial reporting and cost tracking	Financial Reporting and Task Tracking	Weekly

All deliverables will be defined in subtasks issued under this task order. All written deliverables shall be provided in electronic format conforming to EPA standards. Some deliverables may need to be provided in multiple electronic format types for import or integration into EPA financial databases and project management systems or for reporting purposes and use in management dashboard web applications.

Acceptance Criteria for Deliverables:

During the review of deliverables, the TOCOR shall have the right to reject or require correction of any deficiencies found in the deliverables. In the event of rejection of any deliverable, the contractor will be notified in writing by the TOCOR of the specific reasons why the deliverable is being rejected. The contractor shall have 10 calendar days to correct the rejected deliverable and return it to the TOCOR. The following list of acceptance criteria applies to all tasks.

1. Completeness, clarity, timeliness, organization, consistency, meets requirements, quality, grammatically correct, and technical accuracy.
2. Soundness of code

Additional acceptance criteria may be specified in individual work requests.

Appendix C - Acronyms

Acronym Name	Acronym Definition
ABT	Averaging, Banking, and Trading
API	Application Programming Interface
ATDO	Award Term Determining Official
ATV	All-Terrain Vehicle
BPM	Business Process Management
CAA	Clean Air Act
CAFE	Corporate Average Fuel Economy
CCB	Change Control Board
CD	Compliance Division
CDX	Central Data Exchange
CI/CD	Continuous Integration/Continuous Delivery
CMDB	Configuration Management Database
CO	Contracting Officer
COR	Contracting Officer's Representative
CROMERR	Cross-Media Electronic Reporting Rule
CSC	Computer Sciences Corporation
DAIC	Data Analysis and Information Center
EISA	Energy Independence and Security Act
EIT	Electronic and Information Technologies
EPA	U.S. Environmental Protection Agency
EPCA	Energy Policy and Conservation Act
EV-CIS	Engines and Vehicles Compliance Information System
EV-ES	Engines and Vehicles Exemption System
GSA	U.S. General Services Administration
GHG	Greenhouse Gas
GWAC	Governmentwide Acquisition Contract
HTML	HyperText Markup Language (and file extension)
IT	Information Technology
ITS-ESE	Information Technology Solutions - Environmental Systems Engineering
JSP	Java Server Pages
MOSES	Mission Oriented Systems Engineering Support (contract)
MVC	Model-View-Controller
MVICSA	Motor Vehicle Information and Cost Savings Act
NCC	National Computing Center
NRCI	Nonroad Compressed Ignition

NRSI	Nonroad Spark Ignition
ODC	Other Direct Costs
OTAQ	Office of Transportation and Air Quality
SAIC	Science Applications International Corporation
TEMS	Technical Exchange Meetings
TOCOR	Task Order Contracting Officer's Representative
XML	Extensible Markup Language
XSD	XML Schema Definition

ATTACHMENT B
EPA TECHNICAL REQUIREMENTS

All Offerors' responses to the EPA Requirements outlined herein will be evaluated under Factor 1: Technical Capability under the subfactors as indicated below. **Subfactor 1a. Agile Methodology and Metrics**

The Offeror's responses to the following EPA Requirements, 1 – 14, will be evaluated under this subfactor. Offerors must demonstrate they have used applied and mature Agile/Scrum practices for software development and code maintenance within the last two (2) years. *NOTE: EPA has already successfully implemented Scrum practices.*

EPA Requirement 1 (in response to SOO Objective 5.1 Business Analysis, Development, and Integration): **Describe in detail the Agile/Scrum methodology(s) you have used, how you implemented it and your years of experience using the methodology.**
EPA Requirement 2 (in response to SOO Objective 5.1 Business Analysis, Development, and Integration): **Describe in detail how you have integrated customer feedback into your development process, include frequency of feedback.**
EPA Requirement 3 (in response to SOO Objective 5.1 Business Analysis, Development, and Integration): **Describe in detail how you have integrated continuous improvement processes in your development.**
EPA Requirement 4 (in response to SOO Objective 5.1 Business Analysis, Development, and Integration): **Demonstrate your use of industry best practices for the use of reusable components (i.e. code, test suites, design, etc.) and include your knowledge and experience (in years) with API development**.
EPA Requirement 5 (in response to SOO Objective 5.1 Business Analysis, Development, and Integration): **Demonstrate your use of industry best practices for data-driven development.**
EPA Requirement 6 (in response to SOO Objective 5.1 Business Analysis, Development, and Integration): **Demonstrate your use of industry best practices for modular development.**
EPA Requirement 7 (in response to SOO Objective 5.1 Business Analysis, Development, and Integration): **Demonstrate your knowledge and experience (in years) in implementing government regulations through software development.**
EPA Requirement 8 (in response to SOO Objective 5.1 Business Analysis, Development, and Integration):

ATTACHMENT B
EPA TECHNICAL REQUIREMENTS

Demonstrate your knowledge and experience (in years) and technical approach to user-centered design.
EPA Requirement 9 (in response to SOO Objective 5.1 Business Analysis, Development, and Integration): **Describe your project experience in supporting and collaborating with third party vendors throughout the system integration and development processes (i.e., release planning, code integration, deployments) and provide details about your results.**
EPA Requirement 10 (in response to SOO Objective 5.1 Business Analysis, Development, and Integration): **Describe your Quality Control and Performance Measurement approach, including how proposed performance standards will be monitored, evaluated, and reported using your Agile methodology.**
EPA Requirement 11 (in response to SOO Objective 6.1 General Program Management Support): **Describe your project experiences working with IPTs and the results.**
EPA Requirement 12 (in response to SOO Objective 6.1 General Program Management Support): **Describe your reporting practices for specific agile implementations to demonstrate project progress including a risk management plan.**
EPA Requirement 13 (in response to SOO Objective 6.2 Reporting): **Describe your transparency measures that will keep the EPA up-to-date on a daily, weekly and monthly basis.**
EPA Requirement 14 **(**in providing a Technical Approach to a Sample Scenario): **Describe your overall technical approach to accomplish the following project using Scrum or other Agile methodologies. Include any technical implementation details that you feel adequately demonstrate your understanding of how to develop, implement and maintain IT products and services that will provide the most value for EPA and its stakeholders (as described in Section 3 of the SOO – Purpose and Scope). Include low-fidelity or high fidelity mockups of the proposed completed product that demonstrate the layout and basic functionality of the web application. Offeror's Response to this question, <u>excluding mockups of the proposed completed product web applications</u>, is limited to 3 double-sided pages. Offeror's mockups should be submitted as an attachment to the Offeror's Volume I - Technical Proposal (Attachment D) and are <u>exclusive</u> of the 40-page limit.** **<u>Project Description</u>** Design and develop a web application that vehicle and engine manufacturers can use to submit their Annual Production report to EPA. The application must be able to run on IE, Chrome or Firefox browsers. **<u>Resources and Instructions</u>**

ATTACHMENT B
EPA TECHNICAL REQUIREMENTS

Use the existing template for Annual Production reporting to help define your requirements. The template is located at the following URL: https://www.epa.gov/vehicle-and-engine-certification/template-annual-production-report-vehicle-and-engine-compliance.
There are nine (9) industries identified that need to be accommodated in the web application—Nonroad Large SI, Nonroad Small SI, Marine CI, Nonroad Marine SI, Locomotive, Nonroad CI, Heavy-Duty Highway Engines, Recreational Vehicles and Highway Motorcycles. The data that the manufacturers are required to submit depends on the industry they select.
Integrated help should be included.
Allow six (6) 2-week sprints, for a total of 12 weeks, to complete this project.

Subfactor 1b. Information Technology:

The Offeror's responses to the following EPA Requirements, 15 – 19, will be evaluated under this subfactor.

EPA Requirement 15 (in response to SOO Objective 5.2 Post - Implementation Development/Maintenance Support): **Describe your approach for maintaining a product backlog.**
EPA Requirement 16 (in response to SOO Objective 5.2 Post - Implementation Development/Maintenance Support): **Demonstrate your technical approach in adopting and maintaining good security practices that need to be implemented in the code and at the user level.**
EPA Requirement 17 (in response to SOO Objective 5.3 Test, Integrate and Configuration Management): **Demonstrate your use of industry best practices for refactoring.**
EPA Requirement 18 (in response to SOO Objective 5.3 Test, Integrate and Configuration Management): **Demonstrate your technical approach to configuration management where you were able to support multiple agile teams working on software development and/or maintenance of multiple modular projects simultaneously.**
EPA Requirement 19 (in response to SOO Objective 5.3 Test, Integrate and Configuration Management): **Demonstrate your technical approach to unit and automated testing.**

Subfactor 1c. Approach to Managing Help Desk:

The Offeror's responses to the following EPA Requirements, 20 – 24, will be evaluated under this subfactor.

ATTACHMENT B
EPA TECHNICAL REQUIREMENTS

EPA Requirement 20 (in response to SOO Objective 5.4 Tier 1 Helpdesk Support): **Describe your technical approach to Tier I helpdesk customer support services and include years of experience providing Tier I help desk support.**
EPA Requirement 21 (in response to SOO Objective 5.4 Tier 1 Helpdesk Support): **Identify the help desk software your company proposes to utilize that is secure and accessible to EPA, and used as a knowledge database to improve the answers over time**.
EPA Requirement 22 (in response to SOO Objective 5.4 Tier 1 Helpdesk Support): **Describe the processes/methods your company uses to determine and ensure the highest level of customer satisfaction.**
EPA Requirement 23 (in response to SOO Objective 5.5 Tier 2 – 3 Helpdesk Support): **Describe your technical approach to Tier II and Tier III help desk support services and include years of experience providing Tier II and Tier III help desk support.**
EPA Requirement 24 (in response to SOO Objective 5.5 Tier 2 – 3 Helpdesk Support): **Describe in detail your ticket escalation process, including how you would evaluate various types of tickets to determine the appropriate paths, and the process by which your Tier I helpdesk would move tickets to a Tier II and/or Tier III helpdesk. (For example, how helpdesk tickets lead to development activities for the application)**

Subfactor 1d. Staffing Plan:

The Offeror's responses to the following EPA Requirements, 25 – 27, will be evaluated under this subfactor.

EPA Requirement 25 (in response to the full scope of the SOO requirements): **Identify personnel and provide statements of qualification for Key Personnel Positions of Task Order, Product Proxy Owner, Developers and Scrum Master(s) or Scrum Master equivalents depending on Offeror's Agile methodology. Offerors shall indicate the name, title, related education and expertise, relevant certifications, and the experience for the positions proposed for all Key Personnel positions in managing relevant work in terms of scope, complexity, and result, in accomplishing the work for which they are proposed. Offerors shall indicate whether the proposed Task Order Manager, Product Owner Prosy, Developers and Scrum Master(s) are currently employed by the Offeror and the extent of their time (in hours and percentage) commitments to other contracts or projects.** **NOTE:** The Product Owner Proxy and the Scrum Master cannot be the same person. Refer to the instructions for Volume IV – Resumes and Contingent Hire Commitment Letters herein for additional requirements for preparation and submission of the Offeror's Staffing Plan.
EPA Requirement 26 (in response to the full scope of the SOO requirements)

ATTACHMENT B
EPA TECHNICAL REQUIREMENTS

Describe your internal training practices for keep staffing/skills current with changing needs and new technologies.
EPA Requirement 27 (in response to the full scope of the SOO requirements): **Describe your Staffing Plan for retaining and recruiting appropriate staffing to ensure continual quality, timeliness, knowledge transfer, cost control and team integrity over the life of the resultant awarded task order.** NOTE: If the Offeror's Staffing Plan includes contingent hires from incumbent CSRA employees or other individuals that are not the Offeror's current employees, the Offeror shall provide contingency letters of employment acceptance agreements in Volume IV as required in L.8 "ADDITIONAL PROPOSAL INSTRUCTIONS." The contingency letters of employment must ensure that these individuals are available to start work on or before the planned task order award date for consistency with Offeror's Staffing Plan.

ATTACHMENT C
EVALUATION FACTORS

The Government will make award to the responsible Offeror whose responses to the EPA Technical Requirements, Attachment B, are deemed most advantageous to the Government, cost or other factors considered. For the solicitation, all evaluation factors are significantly more important than cost or price. Offerors' Responses to the EPA Technical Requirements will be evaluated on strengths, weaknesses, and deficiencies, and the associated benefit or risk of each, to determine an Offeror's overall Technical Capability.

1. TECHNICAL EVALUATION FACTORS

FACTOR 1 - TECHNICAL CAPABILITY

This factor is comprised of four (4) significant subfactors, listed in descending order of importance:

Subfactor 1a. Agile Methodology and Metrics:

The Offeror's responses to EPA Requirements 1 – 14, contained in Attachment B, will be evaluated under this subfactor.

Offerors' responses to EPA's Requirements 1 – 14 will be evaluated on the Offeror's demonstrated experience in implementing an Agile methodology, or methodologies, and technical approach to accomplish the requirements of the following SOO Objectives (EPA Requirements 1 – 13) and to a Sample Scenario (EPA Requirement 14) utilizing agile methodologies and metrics: 5.1 Business Analysis, Development, and Integration; 6.1 General Program Management Support; and 6.2 Reporting.

In evaluating the demonstrated experience, the Government will evaluate how that methodology, or methodologies, was/were used to plan the strategy for accomplishing the requirement, including estimating the value of the planned strategy; the metrics that the Offeror used to monitor, evaluate and report on performance, and how the Offeror incorporated processes for continual improvement. In evaluating the Offeror's technical approach, the Government will evaluate the likelihood of success of the proposed approach in meeting the SOO objectives, the Offeror's plans for communicating and collaborating with EPA, other EPA contractors, and stakeholders, and how the reporting documentation will function in conjunction with the Offeror's proposed Agile methodology.

Subfactor 1b. Information Technology:

The Offeror's responses to EPA Requirements 15 – 19 will be evaluated under this subfactor.

Offerors' responses to EPA's Requirements 15 – 19, contained in Attachment B, will be evaluated on the Offeror's demonstrated experience and technical approach to accomplish the requirements of the following SOO Objectives: 5.2 Post - Implementation Development/Maintenance Support; and 5.3 Test, Integrate, and Configuration Management.

ATTACHMENT C
EVALUATION FACTORS

In evaluating the demonstrated experience, the Government will evaluate the degree to which the demonstrated experience aligns with the Government's requirements. In evaluating the Offeror's technical approach, the Government will evaluate the likelihood of success of the proposed approach in meeting the SOO objectives.

Subfactor 1c. Approach to Managing Help Desk:

The Offeror's responses to EPA Requirements 20 – 24 will be evaluated under this subfactor.

Offerors' responses to EPA's Requirements 20 – 24, contained in Attachment B, will be evaluated on the Offeror's demonstrated experience and technical approach to accomplish the requirements of the following SOO Objectives: 5.4 Tier I Help Desk Support; and 5.5 Tier II-III Help Desk Support. In evaluating the demonstrated experience, the Government will evaluate the extent of the Offeror's experience and the degree to which the experience aligns with the Government's requirement: customer service and support; solving technical issues/problems over the phone or email; using a help desk tracking system; answering general application support questions; triaging questions to the appropriate Tier level; and evaluating questions that might lead to development and/or maintenance activities. In evaluating the Offeror's technical approach, the Government will evaluate the likelihood of success of the proposed approach in meeting the SOO objectives.

Subfactor 1d. Staffing Plan:

The Offeror's responses to EPA Requirements 25 - 27 will be evaluated under this subfactor.

Offerors' responses to EPA's Requirements 25 - 27, contained in Attachment B, will be evaluated on the Offeror's demonstrated experience and technical approach to accomplish the requirements of the full scope of the SOO requirements; the degree the individuals proposed for Key Personnel and Critical Positions demonstrate relevant qualifications (i.e. education, certifications, and experience) and propose full-time availability to accomplish the requirements of the SOO upon award of the task order. The Offeror's responses to the listed requirements will be evaluated on the extent to which the Offeror demonstrates its ability to recruit and retain appropriate staffing levels in terms of quality and expertise to ensure consistent quality, team integrity, timeliness, and cost control throughout the life of the resultant awarded task order. If the Offeror's Staffing Plan is to hire incumbent CSRA employees or employees currently employed by another contractor, the Offeror's responses will be evaluated on the extent to which it includes and demonstrates a strategy for ensuring it will have the necessary and qualified staff available on or before the planned task order award date.

FACTOR 2 – PAST PERFORMANCE

The Offeror's past performance will be evaluated on the relevance in terms of scope and complexity to the SOO, and on the extent to which it demonstrates how well the Offeror would perform the objectives in the SOO. The following areas of past performance will be evaluated, but are not individually weighted and are not considered to be subfactors under this evaluation factor: Support Service Experience; Experience of Personnel; Customer Satisfaction and

Business Relations Experience; Agile Development and Project Management Experience; and Cost Control.

The Offeror's past performance will be evaluated on information obtained in the PPQs supplied by the Offeror's references and/or on the information obtained from other sources of past performance information, i.e. PPIRS.

Offerors' responses that do not contain relevant past performance, provide no past performance history at all, or for which no past performance is available from any sources, will be assigned a 'neutral" rating for Past Performance.

2. COST/PRICE

The Government will evaluate Offerors' Price Proposal (Volume II) in accordance with FAR 15.404-1. The calculated value in cell E9 on the Summary sheet contained in the Offeror's completed Attachment E will represent the Offeror's overall proposed price in response to this solicitation. Price analysis will be performed to determine that the overall proposed price is fair, reasonable, competitive, and realistic. Options will also be considered as part of the evaluation..

3. RESPONSIBILITY MATTERS

The Offerors Responsibility Matters, submitted in Volume III of the Offeror's proposal, will be evaluated on a pass/fail basis to determine responsibility in accordance with FAR 9.104-1. Notwithstanding the evaluation of an offer with respect to the Technical Evaluation Factors or the evaluation of an Offeror's Cost/Price, an Offeror whose response to any of the following Responsibility Factors that is ultimately unacceptable at the time of award will not be eligible for a contract award.

RESPONSIBILITY FACTOR 1 – CONFLICT OF INTEREST

To earn a rating of "Pass" for this responsibility factor, the Offeror shall: (1) submit a Conflict of Interest Plan that meets the minimum standards set forth in L.16 Local Clause EPA-L-09-103 MINIMUM STANDARDS FOR EPA CONTRACTOR'S CONFLICT OF INTEREST PLANS and describes the Offerors' plans to mitigate, avoid or neutralize conflicts of interest, Offerors' COI employee training Plan, and Offerors' COI notification procedures; and (2) submit the required certification under EPAAR 1552.209-72 ORGANIZATIONS CONFLICT OF INTEREST CERTIFICATION or the disclosure statement required by EPAAR 1552.209-70 ORGANIZATIONAL CONFLICT OF INTEREST NOTIFICATION.

RESPONSIBILITY FACTOR 2 – INCOMING TRANSITION PLAN

To earn a rating of "Pass" for this responsibility factor, the Offeror shall submit a transition plan that demonstrates the ability to successfully transition the efforts from one contract/contractor to another considering all requirements outlined in the technical proposal instructions for Volume III, Section 2 – Incoming Transition Plan of the Offeror's proposal.

ATTACHMENT C
EVALUATION FACTORS

RESPONSIBILITY FACTOR 3 – SECTION 508 COMPLIANCE

To earn a rating of "Pass" for this responsibility factor, the Offeror shall submit a completed Attachment 4, Government Product Accessibility Template for Management Information System Services and demonstrate previous compliance with Section 508 requirements through their explanation of background and experience.

RESPONSIBILITY FACTOR 4 – SMALL BUSINESS SUBCONTRACTING GOALS

To earn a rating of "Pass" for this responsibility factor, the Offeror shall address the requirements outlined in the technical proposal instructions for Volume III, Section 4 – Small Business Subcontracting Goals. The proposed small business subcontracting goals must meet EPA's market research-based estimate of 55% of available subcontracted dollars for small business subcontracting opportunities available for this procurement across the socio-economic categories identified in Local Clauses EPA-L-19-102 EPA'S GOALS FOR SUBCONTRACTING WITH SMALL BUSINESSES across all 6 years of the resulting task order.